

## Apprentice specification

<b>Job title:</b>	Business Administrator Apprentice
<b>Service:</b>	HR & OD Services
<b>Grade:</b>	Apprentice Corporate Rate (NLW)
<b>Hours of Work:</b>	37
<b>Reporting to:</b>	Assistant Business Partner (HR Systems)

### Your apprenticeship

As a Business Administration Apprentice, you will be expected to provide a full and comprehensive administrative support service to the HR Systems & Resourcing Team. This will involve dealing with internal and external customers both face to face and on the telephone, operating ICT systems and providing general support to the team.

You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

The team provides support to managers and staff in the use of the integrated HR and Payroll system (iTrent), the e-recruitment system and other digital systems within the service. You will be involved with the managing, cleansing and extracting of data to provide customers with the information they need.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

### During your apprenticeship you will

- ◆ Act as the first point of contact for any enquiries, referring onto others as required.
- ◆ Responding to routine and ad hoc requests for information.
- ◆ Maintain relevant ICT systems, inputting or extracting data.
- ◆ Manage and update databases and produce reports.
- ◆ Provide admin support in preparing for meetings, booking rooms, printing and collating documents and arranging refreshments.
- ◆ Act as minute taker for meetings if required.
- ◆ Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint.
- ◆ Carry out research to support the team.
- ◆ Assist with maintaining a variety of records.
- ◆ Operate in line with Wigan Council policies and procedures.
- ◆ Create positions for school posts, carry out amendments to reporting managers, cost centres and rectify null working patterns on a weekly basis;
- ◆ Under the direction of the Assistant Business Partner provide admin support for the Attendance Reward and Loyalty Reward assisting with data quality checking and cleansing;
- ◆ Administer the council's online recruitment system, placing adverts that are accurate and legally compliant;

- ◆ Carry out regular cleansing of the applicant tracking system to ensure jobs are moved on appropriately;

## In this apprenticeship you will need

### You must be able to demonstrate the following essential requirements:

- ◆ GCSE's A-C in Maths, English & ICT or equivalent (desirable but not essential)
- ◆ The ability to work accurately and follow instructions
- ◆ The ability to plan work, manage own time and meet deadlines
- ◆ To be enthusiastic and committed to providing excellent customer care
- ◆ The ability to use own initiative and work flexibly as part of a team
- ◆ To be keen to develop a wide range of skills required to work within a busy administration environment
- ◆ The ability to complete the relevant apprenticeship qualification

### During this apprenticeship you will have the opportunity to develop:

- ◆ The ability to operate computer systems, spreadsheets, word-processing packages and email at home, school or college.
- ◆ The ability to communicate effectively with others, both verbally and in writing, including the ability to produce clear and concise letters, notes and forms and to answer the telephone in the appropriate manner.
- ◆ The ability to set up spreadsheets and collate data.

## Our culture

As an apprentice, you will be expected to adopt the culture and behaviours of the organisation.

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Your line manager will be expected to:

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

As an apprentice, you will benefit from the principles of our Staff Deal; this is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

# Staff Deal



## Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed   
Donna Hall CBE, Chief Executive

## Your part

- Listen, be open, honest and friendly
- Be efficient , flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed .....

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